

IN THE CLAIMS:

Cancel all the claims in the case, namely claims 1 through 18 and substitute the following new claims 19 through 41 therefor:

1           ~~19~~19. A statistical analysis system for use with a  
2 communication facility including remote terminal apparatus for  
3 individual callers, wherein said remote terminal apparatus may  
4 comprise a conventional telephone instrument including voice  
5 communication means and digital input means in the form of  
6 an array of alphabetic numeric buttons for providing  
7 identification and statistical data, said control system  
8 comprising:

9           interface means coupled to said communication  
10 facility to interface said terminal apparatus for voice and  
11 digital communication and including means to provide signal  
12 values from signals representative of data developed by said  
13 terminal apparatus;

14           voice generator means coupled through said interface  
15 means for actuating said terminal apparatus as to provide vocal  
16 operating instructions to an individual caller;

17           record means connected to said interface means  
18 for initiating a file and storing identification data and  
19 statistical digital data for specific callers including data  
20 developed by said terminal apparatus; and

21 analysis means connected to said record means for  
22 processing said statistical data from a plurality of callers in  
23 combination to isolate a select subset of said callers by  
24 interrelated processing. *A*

1 *20*. A statistical analysis system according to  
2 claim 19 further including means coupled to said interface  
3 means and said record means for <sup>voice generator</sup> assigning individual  
4 designations to callers and storing said designations in said  
5 record means. *rv*

*all cont'd*  
1 *21*. A statistical analysis system according to  
2 claim 20 further including means coupled to said voice  
3 generator means for communicating designations to said  
4 callers. *rv*

1 *22*. A statistical analysis system according to  
2 claim 20 wherein said means for assigning designations includes  
3 means for receiving a caller's telephone number as  
4 identification data. *rv*

1 *23*. A statistical analysis system according to  
2 claim 20 wherein said means for assigning designations to  
3 callers includes means for encrypting at least part of said  
4 data to provide encoded data. *rv*

1            ~~24~~24. A system according to claim 20 wherein said  
2 means for assigning designations includes means for generating  
3 an identification number comprising two distinct data elements  
4 for individual callers. ~~Ar~~

1            ~~25~~25. A system according to claim 20 further  
2 including means for confirming a designation from said record  
3 means by voice and digital communication with a caller. ~~Ar~~

1            ~~26~~26. A system according to claim 19 wherein said  
2 record means further includes means to create sequence data  
3 representative of the time sequence of a call with reference to  
4 each of said callers. ~~Ar~~

1            ~~27~~27. A system according to claim 19 wherein said  
2 interface means includes test means for qualifying callers  
3 preliminary to storing certain information in said record  
4 means. ~~Ar~~

1            ~~28~~28. A system according to claim 27 wherein said  
2 test means includes a consumable key means to check off callers  
3 for limited use of said system. ~~Ar~~

1            ~~29~~29. A system according to claim 27 wherein said  
2 test means includes a consumable key means to check off callers  
3 for a one-time use of said system. ~~Ar~~

1            ~~30~~30. A system according to claim 25 wherein said  
2 test means includes a control system for scoring calls of  
3 individuals with reference to time whereby to limit use of said  
4 system by specific individuals during specific intervals of  
5 time. *AV*

1            ~~31~~31. A system according to claim 19 wherein said  
2 record means selectively records a billing identification  
3 number for a caller. *AV*

1            ~~32~~32. A method according to claim 19 wherein said  
2 analysis means includes means to receive external data and  
3 means for processing said external data in relation to said  
4 statistical data. *AV*

*Q1 Contd*  
1            ~~33~~33. A system according to claim 19 wherein said  
2 analysis means includes comparison means to determine said  
3 select subset. *AV*

1            ~~34~~34. A system according to claim 19 wherein said  
2 system includes a manual central terminal and said interface  
3 means includes abort means for coupling a remote terminal  
4 apparatus to said central terminal. *AV*

1            ~~35~~35. A statistical analysis system for use with a  
2 communication facility including remote terminal apparatus for

3 individual callers, wherein said remote terminal apparatus may  
4 comprise a conventional telephone instrument including voice  
5 communication means, and digital input means in the form of an  
6 array of alphabetic numeric buttons for providing identifi-  
7 cation and statistical data, said control system comprising:

8 interface means coupled to said communication  
9 facility to interface said terminal apparatus for voice and  
10 digital communication and including means to provide signal  
11 values from data developed by said terminal apparatus said  
12 interface means further including a consumable key test means  
13 to qualify callers with respect to limited use;

14 voice generator means coupled through said interface  
15 means for actuating said terminal apparatus as to provide vocal  
16 operating instructions to an individual caller; and

17 means connected to said interface means for  
18 processing said statistical data as to isolate a subset of said  
19 individual callers.

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*can be anywhere*

9       — interface means coupled to said communication  
10 facility to interface said terminal apparatus for voice and  
11 digital communication and including means to provide signals  
12 representative of identification and statistical data developed  
13 by said terminal apparatus;

14       voice generator means coupled through said interface  
15 means for actuating said terminal apparatus as to provide vocal  
16 operating instructions to an individual caller;

17       record means connected to said interface means for  
18 initiating a file and storing data relating to specific of said  
19 callers;

20       means coupled to said interface means and said record  
21 means for assigning individual designations to callers and  
22 storing said designations in said record means, said  
23 designations including representations indicative of the  
24 calling order sequence of said individual callers; and

25       means connected to said record means for processing  
26 statistical data as to identify a subset of said individual  
27 callers. ~~44~~

1       ~~37~~. A statistical analysis system for use with a  
2 communication facility including terminal apparatus for  
3 individual callers, wherein said terminal apparatus may  
4 comprise a conventional telephone instrument including voice  
5 communication means, and digital input means in the form

6 of an array of alphabetic numeric buttons for providing  
7 identification and statistical data, said control system  
8 comprising:

9 interface means coupled to said communication  
10 facility to interface said terminal apparatus for voice and  
11 digital communication and including means to provide signals  
12 representative of identification and statistical data developed  
13 by said terminal apparatus;

14 voice generator means coupled through said interface  
15 means for actuating said terminal apparatus as to provide vocal  
16 operating instructions to an individual caller; and

17 manual terminal means for use by a person to  
18 communicate directly with at least one of said individual  
19 callers, said manual terminal means being coupled to said  
20 interface means and responsive to predetermined conditions to  
21 couple said manual terminal means to a caller terminal. ~~6~~

Al  
contd.

1 38. A system according to claim 37 further  
2 including means connected to said interface means for  
3 processing said statistical data as to isolate a subset of said  
4 individual callers and thereby actuate said manual terminal  
5 means. <sup>AA</sup>

1 39. A statistical analysis system for use with a  
2 communication facility including terminal apparatus for  
3 individual callers, wherein said terminal apparatus may

4 comprise a conventional telephone instrument including voice  
5 communication means, and digital input means in the form of an  
6 array of alphabetic numeric buttons for providing identifi-  
7 cation and statistical data, said control system comprising:  
8 interface means coupled to said communication  
9 facility to interface said terminal apparatus for voice and  
10 digital communication and including means to provide signals  
11 representative of identification and statistical data developed  
12 by said terminal apparatus;  
13 voice generator means coupled through said interface  
14 means for actuating said terminal apparatus as to provide vocal  
15 operating instructions to an individual caller;  
16 record means connected to said interface means for  
17 initiating a file and storing identification data and  
18 statistical data for specific callers including data developed  
19 by said terminal apparatus;  
20 means coupled to said interface means and said record  
21 means for assigning individual designations to callers and  
22 storing said designations in said record means; and  
23 means for recalling data stored in said record means  
24 in response to said individual designations.

1 40. A statistical analysis system for use with a  
2 communication facility including terminal apparatus for  
3 individual callers, wherein said terminal apparatus may  
4 comprise a conventional telephone instrument including voice



5 communication means, and digital input means in the form of an  
6 array of alphabetic numeric buttons for providing identifi-  
7 cation and statistical data, said control system comprising:

8 interface means coupled to said communication  
9 facility to interface said terminal apparatus for voice and  
10 digital communication and including means to provide signals  
11 representative of identification and statistical data developed  
12 by said terminal apparatus;

13 voice generator means coupled through said interface  
14 means for actuating said terminal apparatus as to provide vocal  
15 operating instructions to an individual caller;

16 record means connected to said interface means for  
17 initiating a file and storing identification data and  
18 statistical data for specific callers including data developed  
19 by said terminal apparatus;

20 means coupled to said interface means and said record  
21 means for assigning individual designations to callers and  
22 storing said designations in said record means, said  
23 designations including representations of the telephone number  
24 of the terminal apparatus used by a caller; and

25 means connected to said record means for processing  
26 statistical data as to identify a subset of said individual  
27 callers. ✓

1            ~~to~~41. A statistical analysis system for use with a  
2 communication facility including terminal apparatus for  
3 individual callers, wherein said terminal apparatus may  
4 comprise a conventional telephone instrument including voice  
5 communication means, and digital input means in the form of an  
6 array of alphabetic numeric buttons for providing identifi-  
7 cation and statistical data, said control system comprising:

8            interface means coupled to said communication  
9 facility to interface said terminal apparatus for voice and  
10 digital communication and including means to provide signals  
11 representative of identification and statistical data developed  
12 by said terminal apparatus;

13            voice generator means coupled through said interface  
14 means for actuating said terminal apparatus as to provide vocal  
15 operating instructions to an individual caller;

16            record means connected to said interface means for  
17 initiating a file and storing identification data and  
18 statistical data for specific callers including data developed  
19 by said terminal apparatus; and

20            means coupled to said interface means and said  
21 record means for assigning individual designations to callers  
22 and storing said designations in said record means, said  
23 designations including an encrypted representation of said data  
24 developed by said terminal apparatus. ✓